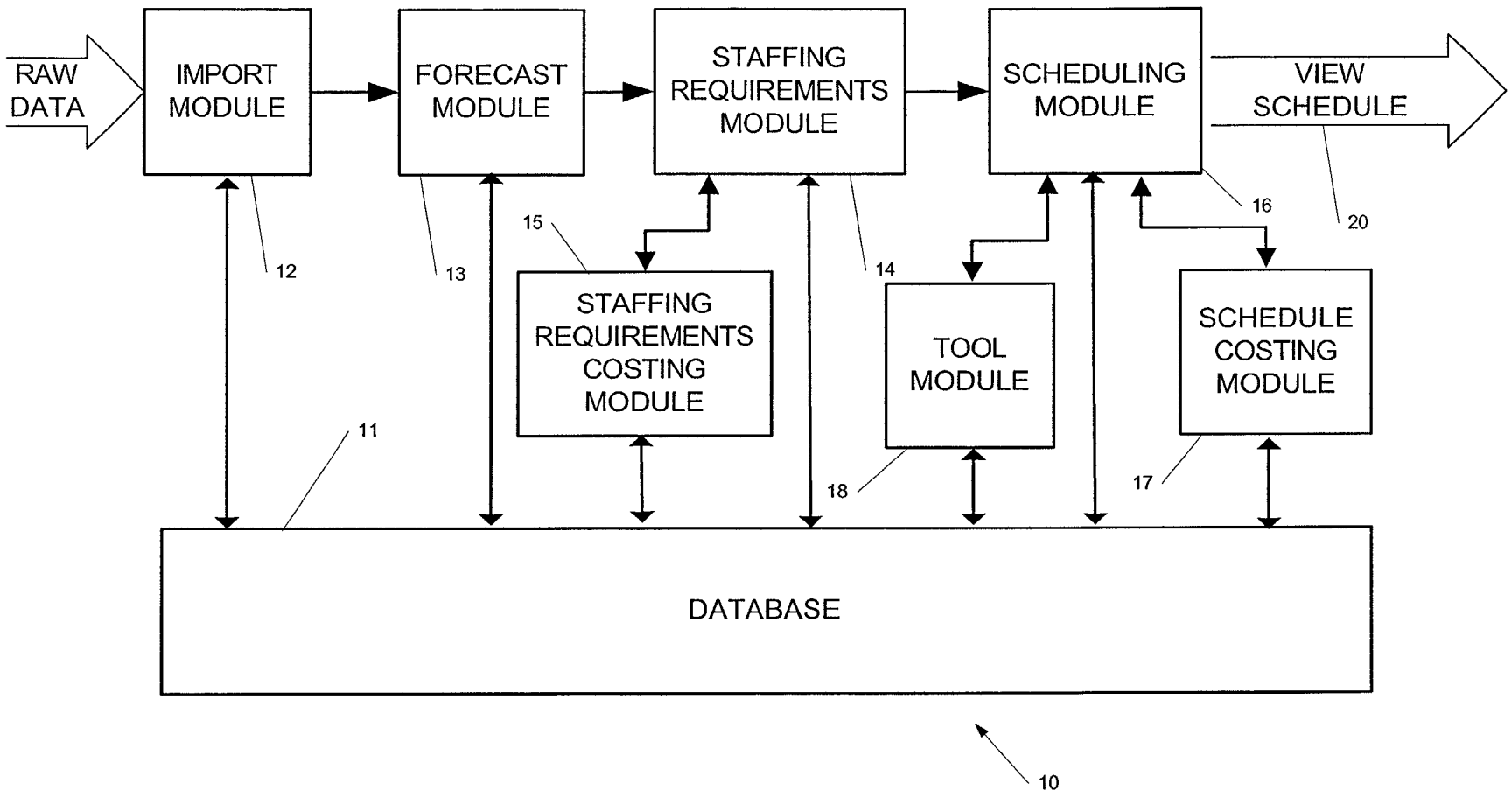

FIG. 1

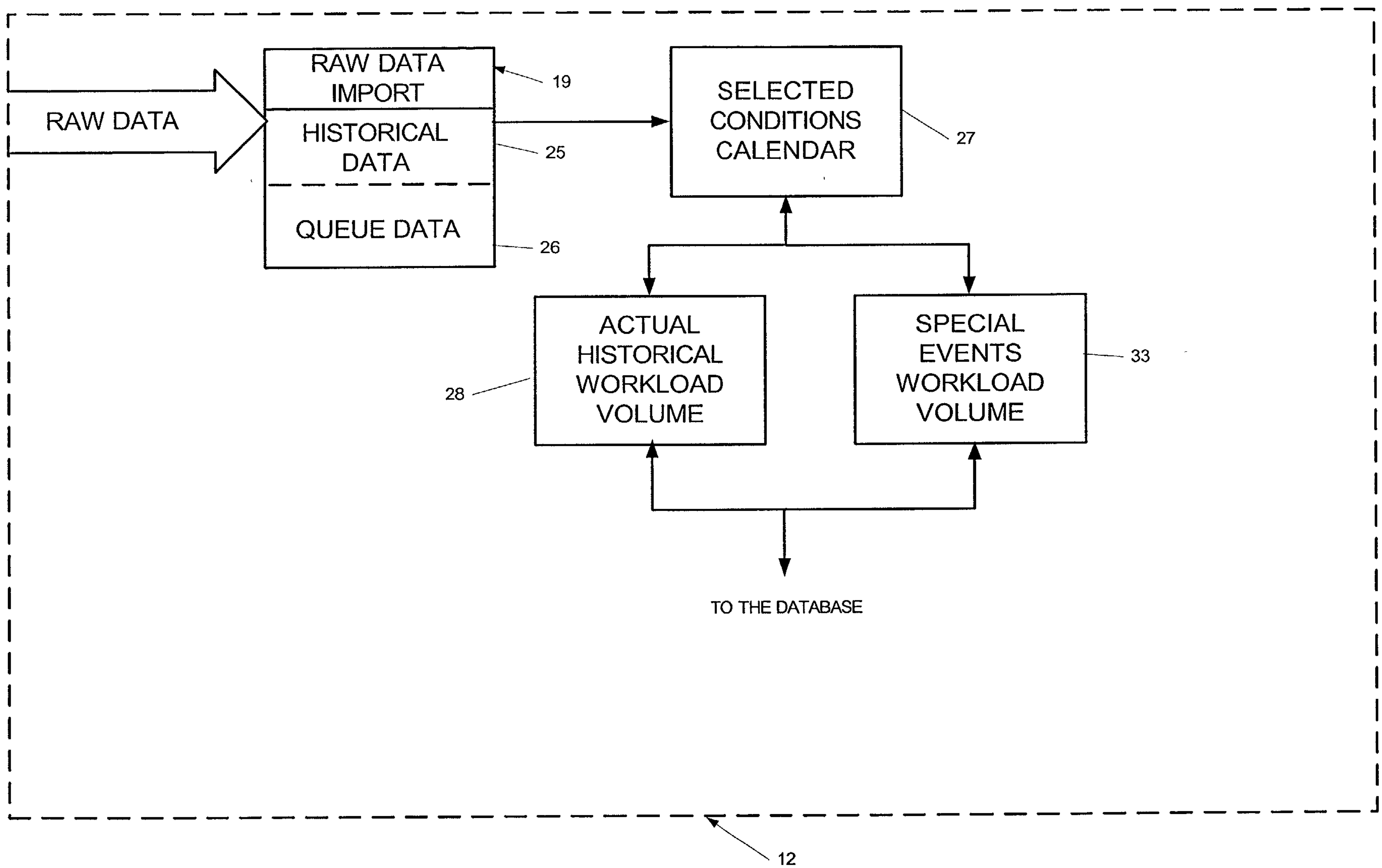
RAW DATA
RAW DATA IMPORT
HISTORICAL DATA
QUEUE DATA
19
25
26
SELECTED CONDITIONS CALENDAR
27
ACTUAL HISTORICAL WORKLOAD VOLUME
28
SPECIAL EVENTS WORKLOAD VOLUME
33
TO THE DATABASE
12

FIG. 2.

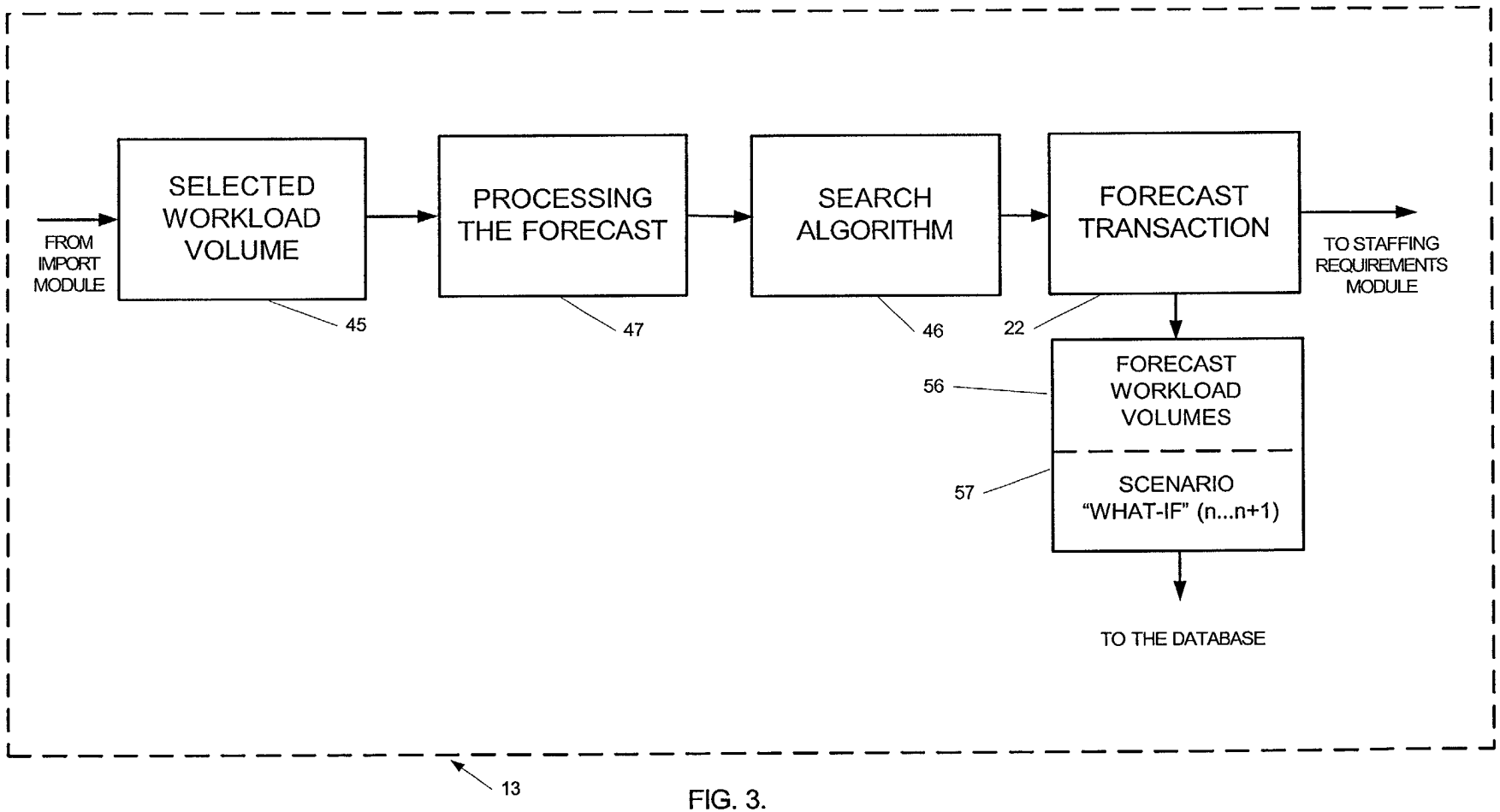
FROM IMPORT MODULE
SELECTED WORKLOAD VOLUME
45
PROCESSING THE FORECAST
47
SEARCH ALGORITHM
46
FORECAST TRANSACTION
22
TO STAFFING REQUIREMENTS MODULE
FORECAST WORKLOAD VOLUMES
56
SCENARIO "WHAT-IF" (n...n+1)
57
TO THE DATABASE
13

FIG. 3.

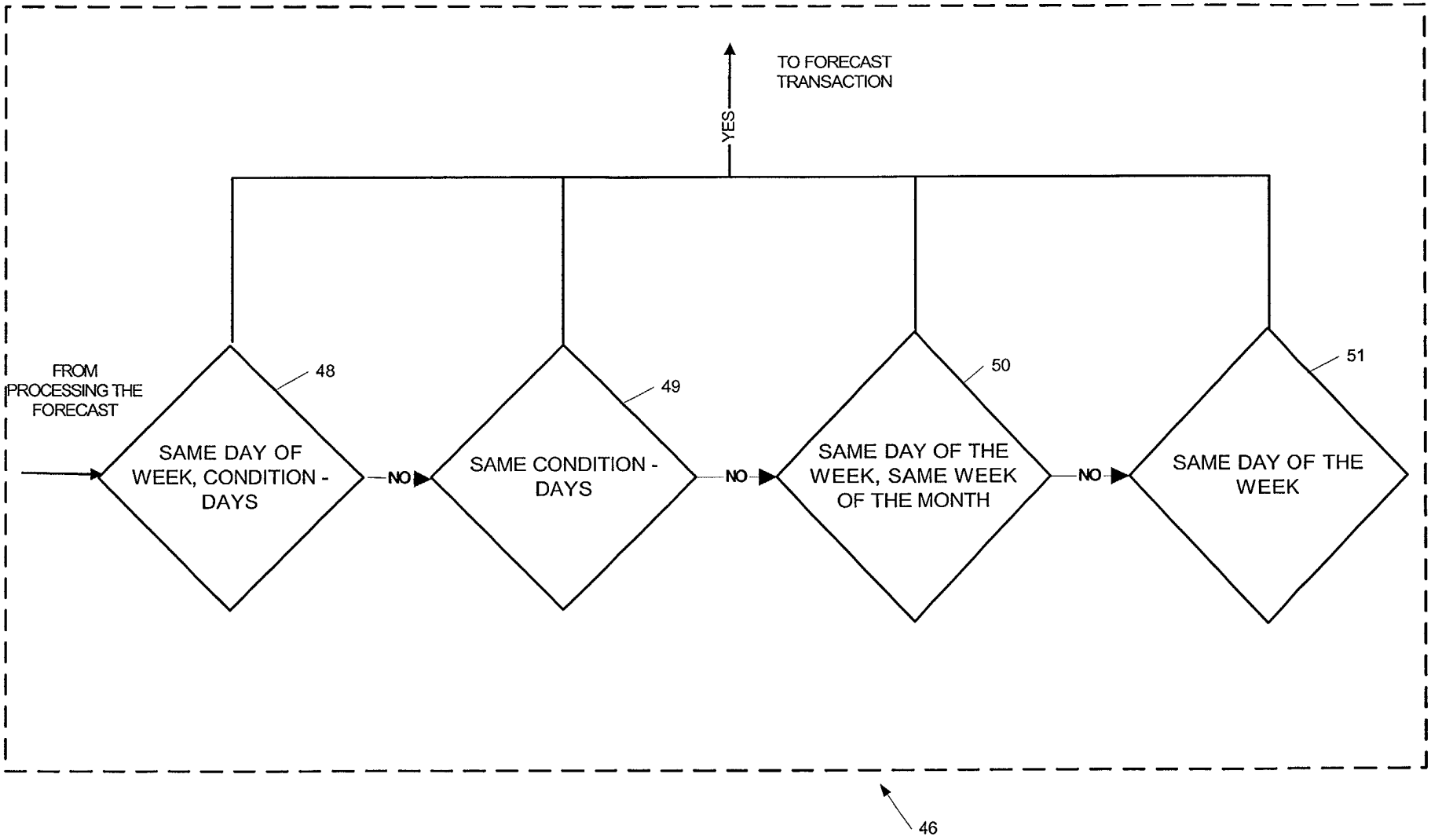
TO FORECAST TRANSACTION
YES
FROM PROCESSING THE FORECAST
48
SAME DAY OF WEEK, CONDITION - DAYS
NO
49
SAME CONDITION - DAYS
NO
50
SAME DAY OF THE WEEK, SAME WEEK OF THE MONTH
NO
51
SAME DAY OF THE WEEK
46

FIG. 4

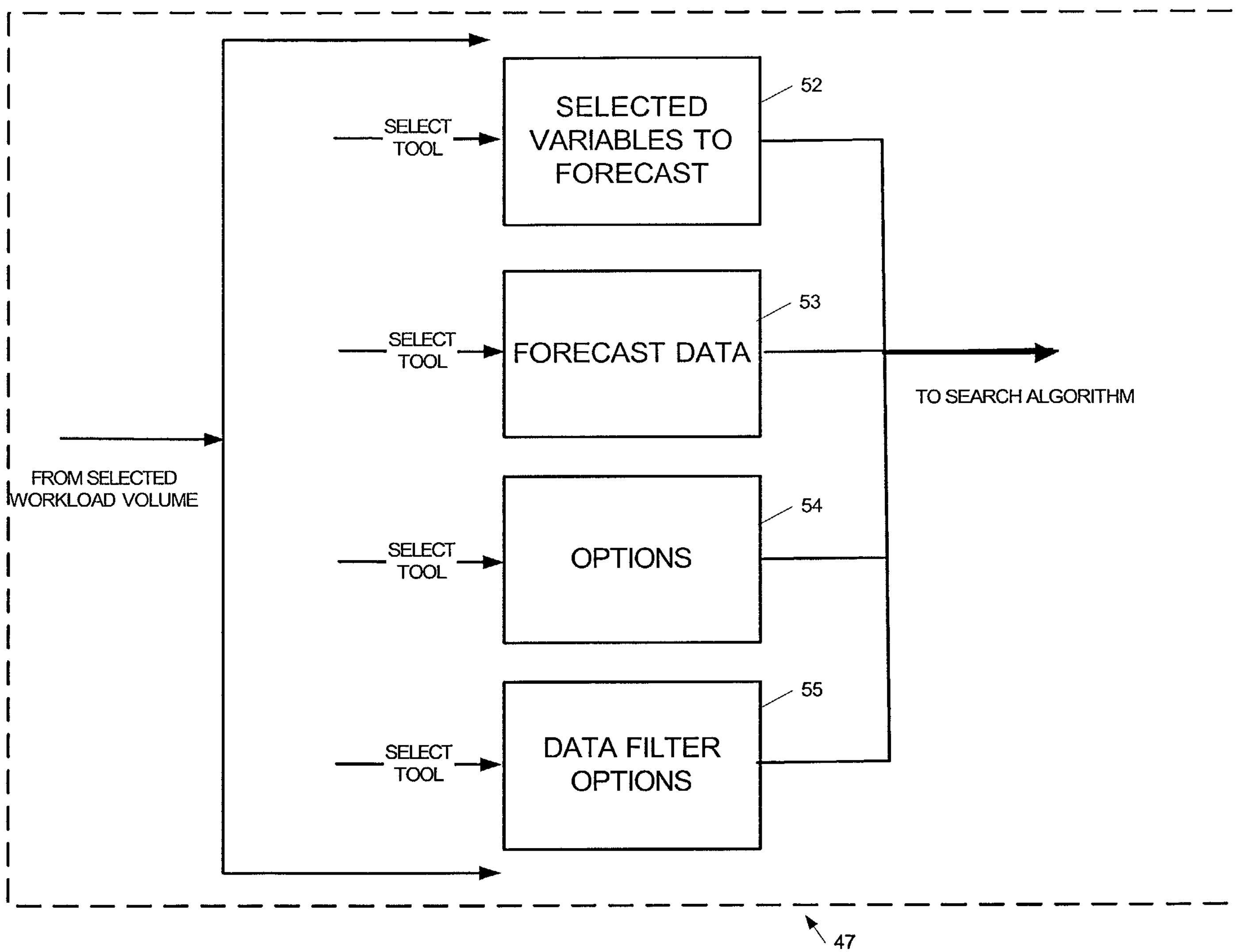
SELECTED VARIABLES TO FORECAST
FORECAST DATA
OPTIONS
DATA FILTER OPTIONS
SELECT TOOL
SELECT TOOL
SELECT TOOL
SELECT TOOL
FROM SELECTED WORKLOAD VOLUME
TO SEARCH ALGORITHM
52
53
54
55
47

FIG. 5

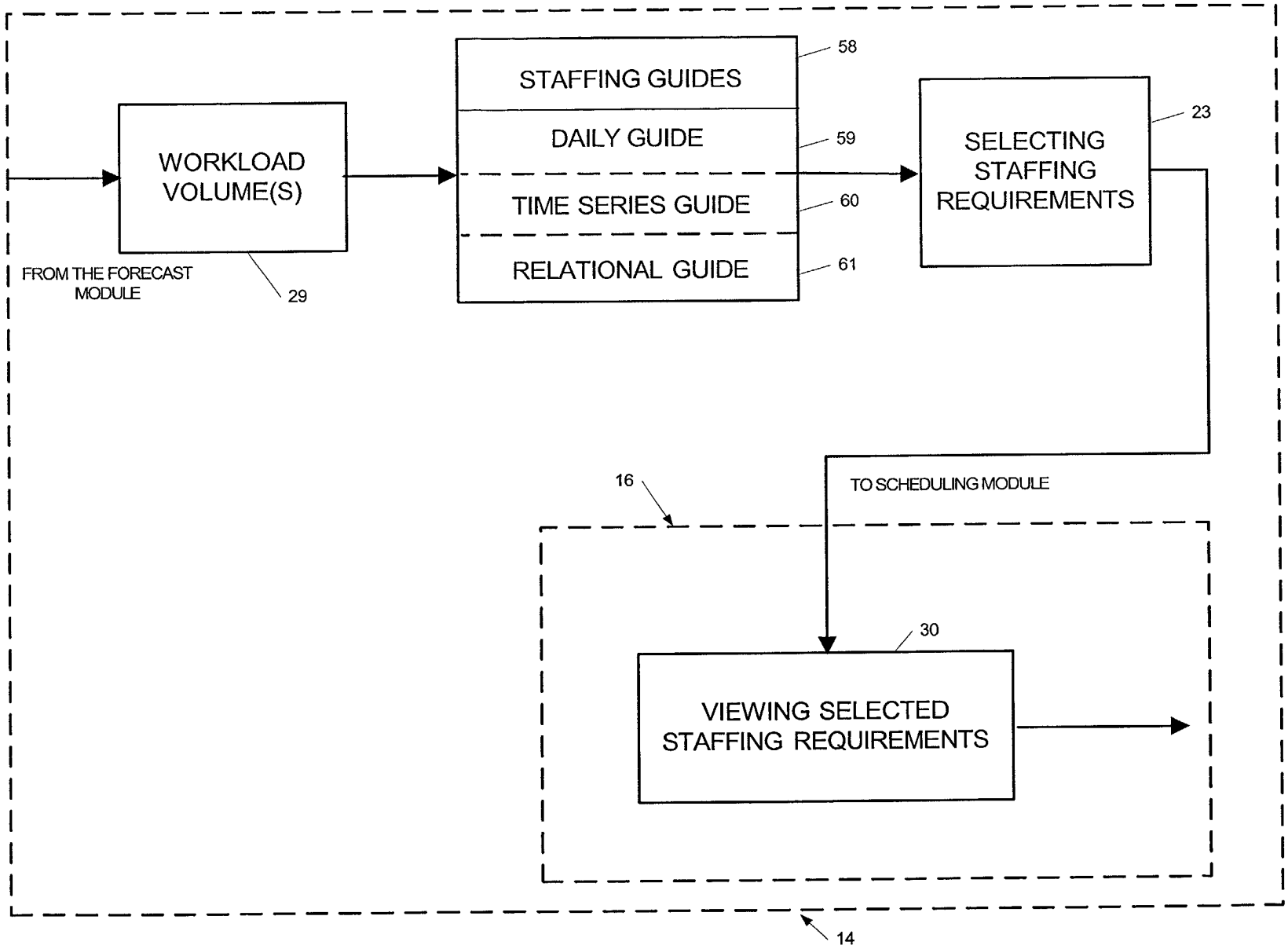
STAFFING GUIDES
58
DAILY GUIDE
59
TIME SERIES GUIDE
60
RELATIONAL GUIDE
61
WORKLOAD VOLUME(S)
FROM THE FORECAST MODULE
29
SELECTING STAFFING REQUIREMENTS
23
TO SCHEDULING MODULE
16
30
VIEWING SELECTED STAFFING REQUIREMENTS
14

FIG. 6

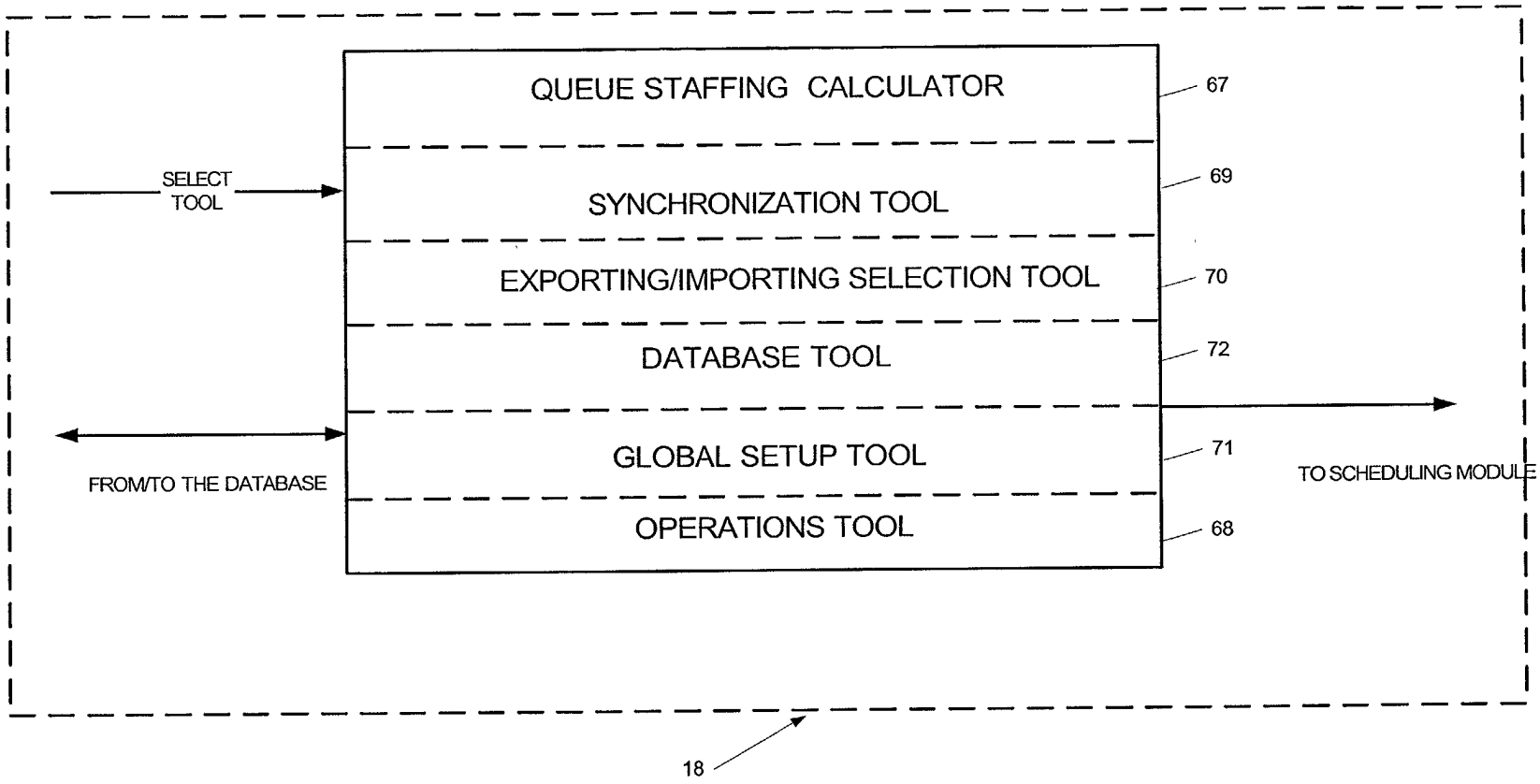
QUEUE STAFFING CALCULATOR
67
SELECT TOOL
SYNCHRONIZATION TOOL
69
EXPORTING/IMPORTING SELECTION TOOL
70
DATABASE TOOL
72
GLOBAL SETUP TOOL
71
FROM/TO THE DATABASE
TO SCHEDULING MODULE
OPERATIONS TOOL
68
18

Fig. 7

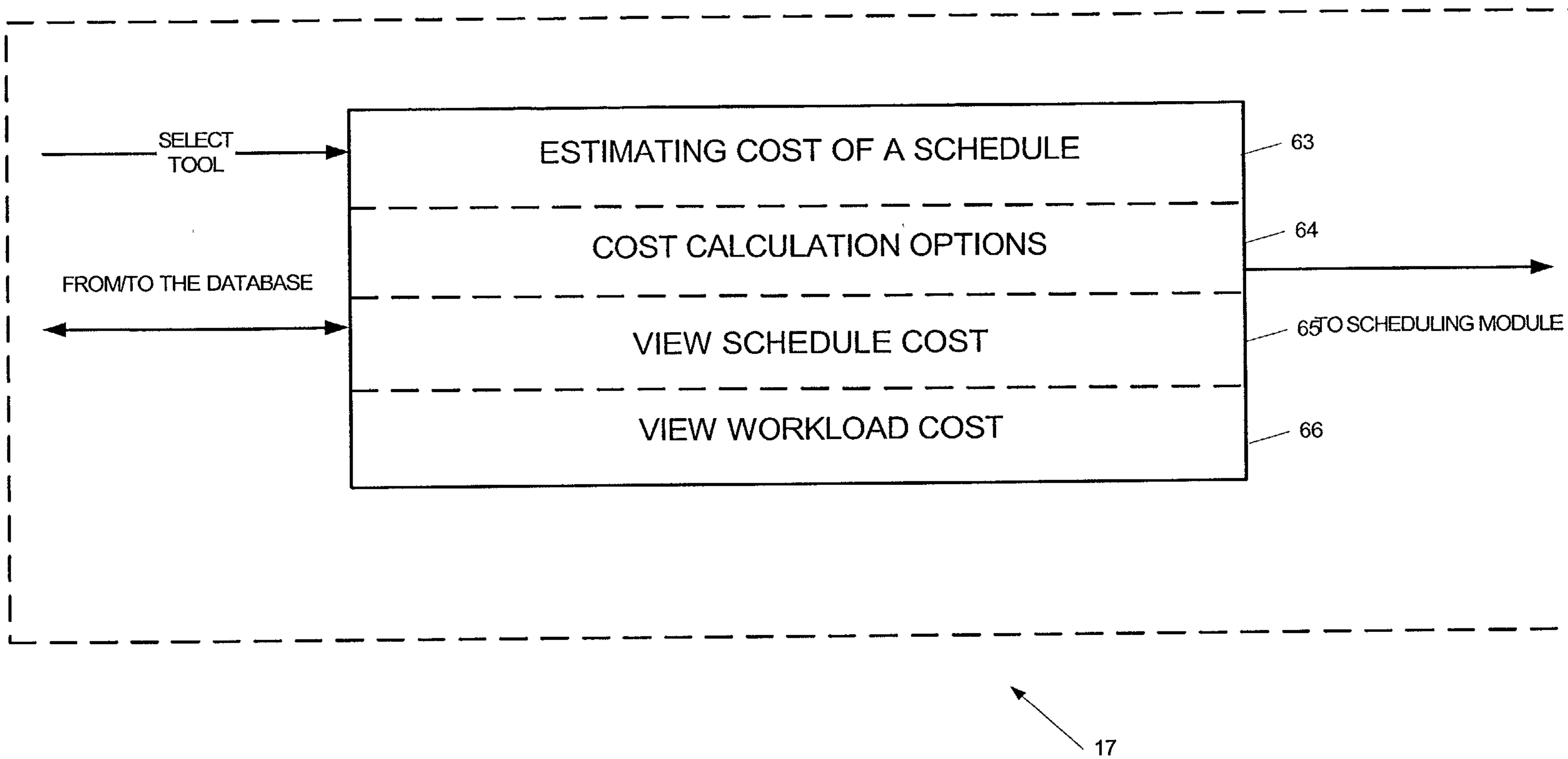
SELECT
TOOL
FROM/TO THE DATABASE
ESTIMATING COST OF A SCHEDULE
COST CALCULATION OPTIONS
VIEW SCHEDULE COST
VIEW WORKLOAD COST
63
64
65
66
TO SCHEDULING MODULE
17

FIG. 8

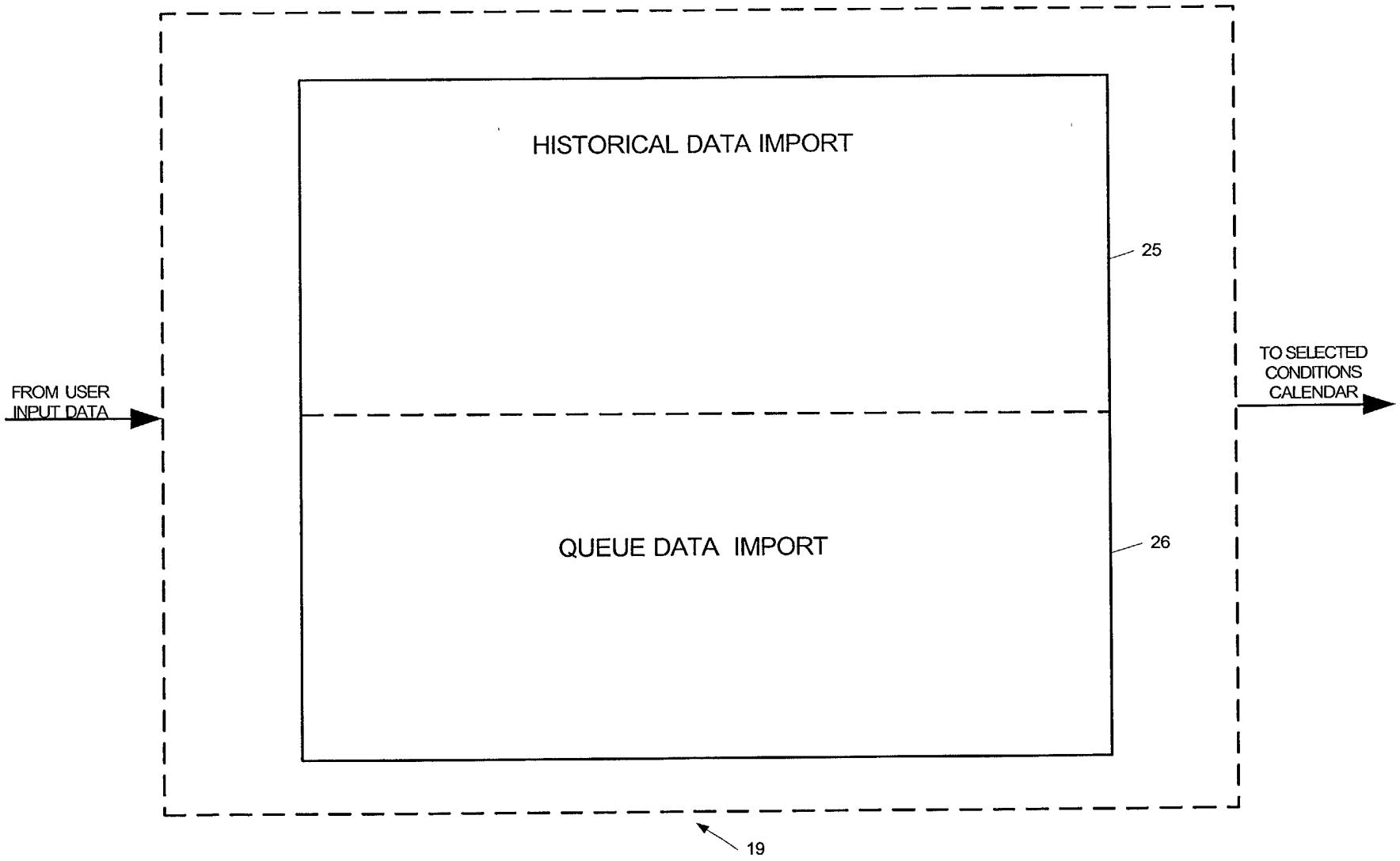
HISTORICAL DATA IMPORT
25
FROM USER INPUT DATA
TO SELECTED CONDITIONS CALENDAR
QUEUE DATA IMPORT
26
19

FIG. 9

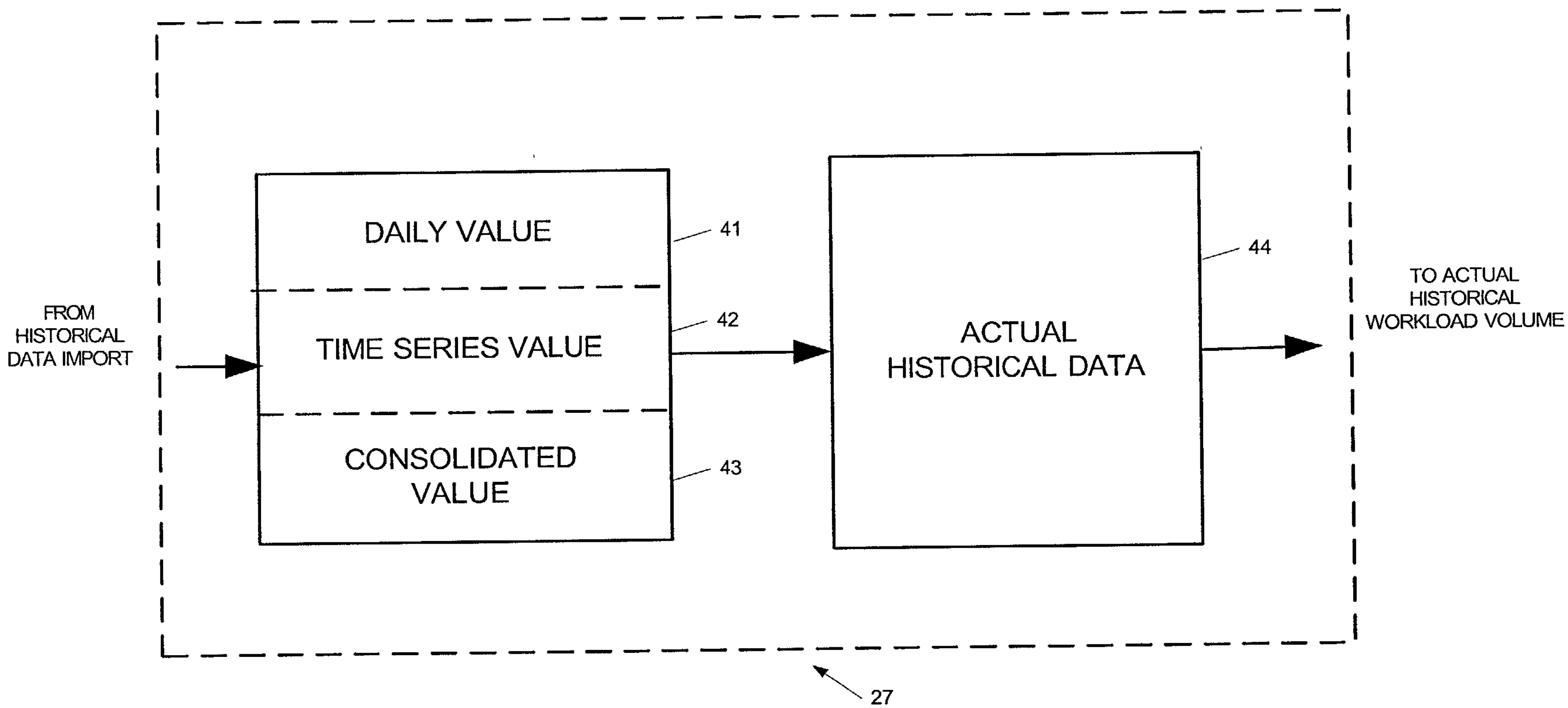
FROM
HISTORICAL
DATA IMPORT
DAILY VALUE
TIME SERIES VALUE
CONSOLIDATED
VALUE
41
42
43
ACTUAL
HISTORICAL DATA
44
TO ACTUAL
HISTORICAL
WORKLOAD VOLUME
27

FIG. 10

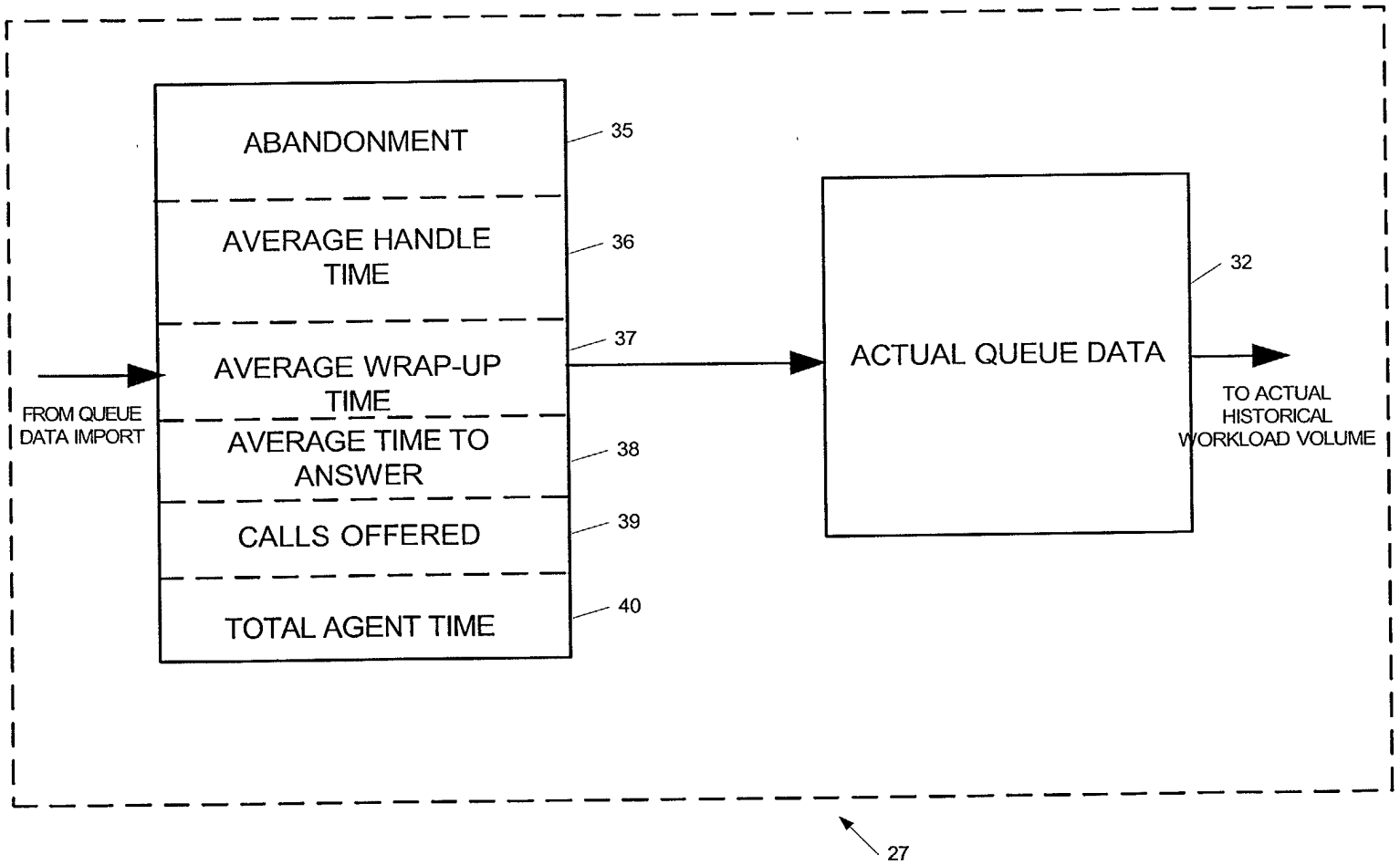

FIG. 11

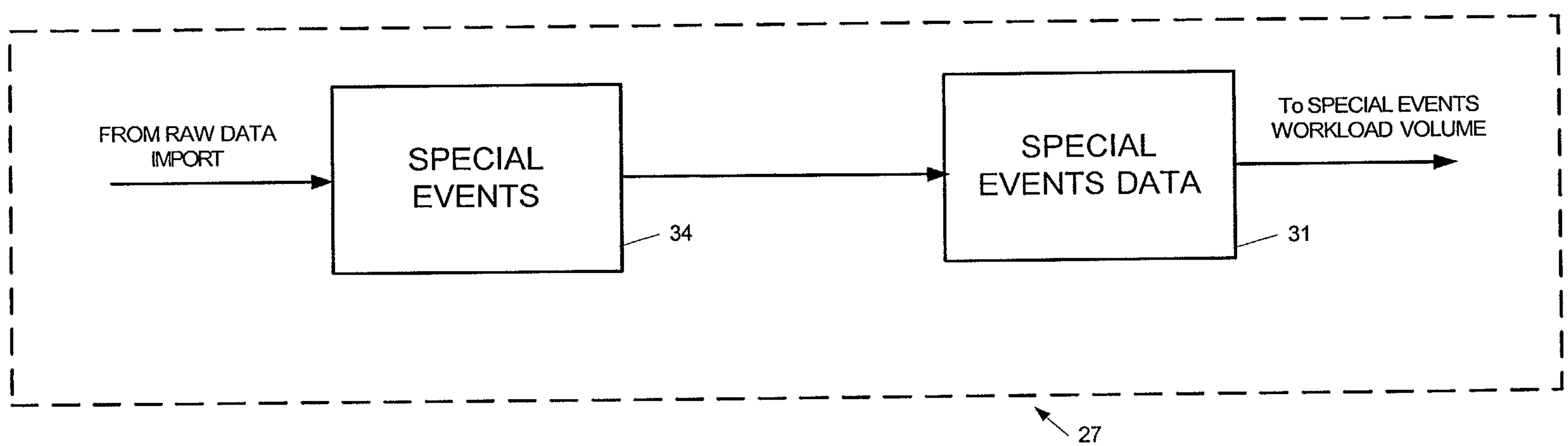
FROM RAW DATA
IMPORT
SPECIAL
EVENTS
34
SPECIAL
EVENTS DATA
31
To SPECIAL EVENTS
WORKLOAD VOLUME
27

FIG. 12